

# SURGICAL TIES: Together In Excellence WE Soar

Michelle Johann, MSN, RN, Melissa Anguiano, Surgical Technologist  
Theresa McCormick, BSN, RN

## Clinical Issue:

- City of Hope's perioperative staff members have a unique role, to prepare operating rooms for innovative surgical interventions at a comprehensive cancer center & to establish meaningful relationships with patients before surgery.
- Staff members have seconds to create a safe, quiet, & trusting environment.
- This can be challenging due to increased patient anxiety or the lack of time/resources.
- To bridge this gap staff members expressed the need to develop a better connection with their patients to provide a meaningful experience for them, hence the development of "Surgical TIES: Together In Excellence we Soar."
- The idea is to have patients and family members come to our operating suites before surgery to meet with their team and tour the unit.
- This approach can decrease anxiety, develop meaningful relationships with staff and ultimately improve patient outcomes and staff satisfaction.

## Description of Team:

- The team is comprised of perioperative members, which includes: Circulators, Surgical Technologist, Operating Room Attendants, Unit Clerks, Perianesthesia Nurses, Patient Care Attendants, Child Life Services and OR Leadership



## Implications for Advancing the Practice of PeriOperative Nursing:

- Perioperative staff only have minutes to establish a meaningful relationship with their patients & family members & during these minutes build trust & exude expertise.
- When staff members can attune to their patient's needs & establish trust before surgery, staff begin to see their patients as a person & together create patient-centered care.

## Assessment:

- A needs assessment was designed as a survey/questionnaire that assessed the team's concerns regarding patient relationships. Once the survey of staff was completed, patients & family members were asked to complete a survey.
- The results revealed both perioperative staff & the patients expressed the need & the value found in building better relationships & a more meaningful surgical experience.



## Implementation

- After reviewing the results reflecting that our staff and patients want and need to build a relationship, the team decided to select out pediatric patients as the first patient population to build relationships with. Child Life Services were deployed to provide an in-service with perioperative & perianesthesia staff to discuss ways to communicate effectively with pediatric patients. After months of attempts to arrange "meet and greet" with pediatric patients the decision was made to open the opportunity to all surgical patients, which is an ongoing process.

## Outcome:

- Improving the patient's experience through comfort and the reduction of anxiety can result in positive patient outcomes & improving staff overall satisfaction by bridging relationship gaps with our patient & family members before surgery.
- This approach can build professional-patient relationships & help establish a profound encounter, as well as provide both staff and patients with positive and meaningful outcomes.